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About This Software

Genesys Network Media Interfaces 7.6 CD contains the Genesys Network T-Servers software that allows the interconnection between any supported network component and Genesys solutions.

Genesys Network Routing Solution can control, via the Network T-Servers, the calls that arrive on network components. Calls can be qualified, and then routed with attached data from the network component directly to the agent with the most skill to handle the call.

This Network Media Interfaces 7.6 CD is part of the package for Genesys' Network Routing Solution 7.6, which includes the Universal Routing 7.6 CD and the Management Framework 7.6 CD.

New Features in Release 7.6

The following features are now available for selected Network T-Servers with this release:

All 7.6 Network T-Servers

- Client side port definition for connection between Genesys applications.
- Asynchronous processing of DNS requests.
- Improved server socket-opening mechanism.
- Improved logging options.
- Log message level substitution.
- Transfers to sites where Network T-Servers are working in load-balanced mode.
- ISCC Transaction Monitoring support.
- Control of ANI information distribution in TEvent messages.
- T-Server multi-site functionality enhancements for Genesys reporting.

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7.6 Network T-Server for MCI

- Red Hat Enterprise Linux support.

7.6 Network T-Server for NGSN

- Red Hat Enterprise Linux support.
- RouteUsedTimeout support.

This CD contains the following 7.6 Network T-Servers:

- Network T-Server for ATT (Solaris 32/64 bit, Windows 2000/2003, Red Hat Linux)
- Network T-Server for GenSpec (Solaris 32/64 bit, AIX 32/64 bit, Tru 64, Windows 2000/2003, HP-UX 32/64 bit, Red Hat Linux)
- Network T-Server for MCI (AIX 32/64 bit, Solaris 32/64 bit, Tru 64, Windows 2000/2003, Red Hat Linux)
- Network T-Server for NGSN (Tru 64, Solaris 32/64 bit, Windows 2000/2003, AIX 32/64 bit, Red Hat Linux)
- Network T-Server for Sprint (Solaris 32/64 bit, Windows 2000/2003)

This CD also contains the following 7.1 Network T-Servers:

- Network T-Server for Concert (Solaris 32/64 bit, Windows NT/2000/2003)
- Network T-Server for ISCP (Solaris 32/64 bit)
- Network T-Server for KPN (AIX 32/64 bit, Solaris 32/64 bit)
- Network T-Server for Stentor (Solaris 32/64 bit, Tru 64, Windows NT/2000/2003)

This CD also contains a configuration wizard for Network T-Server, which supports the Network T-Servers that are on this CD.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the applications that are specific to the solution being installed. Each application is in a separate subfolder, under which are the operating systems that support the application.

configuration_wizard

Contains the configuration wizard for Network T-Servers.

templates

Contains the application templates used for installation.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

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Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, and Australia. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Network Media Interfaces 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 Migration Guide, Volume One](#).

Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

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- [Genesys Supported Operating Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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